

## What is it?



This document contains corrections to the CLJ9500/CLJ9500mfp Combined Engine service manual. It is a living document and will be updated as the need for corrected information is found.

## Corrections

### Page 94

Please correct the steps to read as follows:

#### Reinitialize a hard disk using the control panel

- 1 Turn the printer (MFP) off.
- 2 Turn the printer (MFP) on.
- 3 Press and hold **PAUSE/RESUME** (LJ 9500) or **Left side of the START button** (LJ 9500mfp) on the control panel during the memory count.
- 4 Hold **PAUSE/RESUME** (LJ 9500) or **Left side of the START button** (LJ 9500mfp) down until all three error lights illuminate steadily.
- 5 Press  until INITIALIZE DISKS appears on the display panel (for the MFP press the **5** button approximately 5 seconds and release to see INITIALIZE DISKS.)
- 6 Press  (the **6** button on the MFP).
- 7 The printer begins initializing the disk (this might take a moment). The control panel displays the HP event logo and eventually displays READY.

### Page 289

Add to the registration assembly re-install instructions:

- Ensure the registration assembly plate is installed with guides under the holding tabs and that it sits level in the engine.

### Page 337

Correct the sensors option listing for J to “*Duplex Feed*”.

## Page 456

59 error messages in the service manual are listed by Front Panel display only. The following event log messages correlate as follows:

Event log message	Front panel message(s)	Event
<u>59.01.00</u>	<u>59.10</u>	<u>Motor Startup Error</u>
<u>59.02.00</u>	<u>59.20</u>	<u>Motor Rotation Error</u>
<u>59.03.00</u>	<u>59.30</u>	<u>Fuser Motor Startup Error</u>
<u>59.04.00</u>	<u>59.40</u>	<u>Fuser Motor Rotation Error</u>
59.05.00	59.5K	K Image drum Motor startup error
	59.5C	C Image drum motor startup error
	59.5M	M image drum motor startup error
	<u>59.5Y</u>	<u>Y Image drum motor startup error</u>
59.06.00	59.6K	K Image drum motor rotation error
	59.6C	C Image drum motor rotation error
	59.6M	M Image drum motor rotation error
	59.6Y	Y Image drum motor rotation error
	<u>59.7C</u>	<u>C Developer Motor startup error</u>
59.07.00	59.7M	M Developer Motor startup error
	59.7Y	Y Developer Motor startup error
	<u>59.8K</u>	<u>K Developer Motor rotation error</u>
59.08.00	59.8C	C Developer Motor rotation error
	59.8M	M Developer Motor rotation error
	<u>59.8Y</u>	<u>Y Developer Motor rotation error</u>

<u>59.09.00</u>	<u>59.90</u>	<u>ITB Motor rotation error</u>
<u>59.99.00</u>	<u>59.99</u>	<u>T2 clutch error</u>
<u>59.10.00</u>	<u>59.A0</u>	<u>ITB Motor rotation error</u>
<u>59.13.00</u>	<u>59.D0</u>	<u>Registration Motor starting error</u>
<u>59.14.00</u>	<u>59.E0</u>	<u>Registration Motor rotation error</u>

## Page 543

Correct '*crg driver PCB assembly (print cartridge drive)*' to have the following part number:

- RG5-5907-020CN

Correct '*DC Controller PCB Assembly*' to have the following part numbers:

- RG5-5901-060CN (9500)
- RG5-5976-030CN (9500MFP)

## HP LJ9000mfp; LJ9000Lmfp; LJ9040mfp; LJ9050mfp

Version 2.0

**Table 1. Consumables, supplies, accessories, FRUs, and documentation (continued)**

Product number	Service number	Exchange number	Description	Printer
Consumables				

C8543X		C8519-69009	Print cartridge	
	C8085-60541		Staple cartridge (3,000-sheet stapler/stacker)	
	C8088-60541		Staple cartridge (multifunction finisher)	
<b>Supplies</b>				
C9152A	C9152-67904	C9152-69004	PM kit/110 V	
C9153A	C9153-67904	C9153-69004	PM kit/220 V	
<b>Parts</b>				
	C8523-67902		Formatter assembly	HP LJ 9000mfp
	Q2622-67901		Formatter Assembly	HP LJ 9000Lmfp
	Q3726-67905		Formatter assembly ( <b>Note:</b> Do not replace the formatter and the CompactFlash firmware at the same time)	HPLaserJet 9040mfp and 9050mfp
	C9147-67926		Firmware Dimm	LJ9000mfp and LJ 9000Lmfp
	Q2635-67903		Firmware Compact Flash	LJ9040mfp and LJ9050mfp
	C9168-67906 C8523-67901		Copy Processor Firmware 8MB Copy Processor Board	LJ9000mfp and LJ 9000Lmfp
Q1312A	Q1312-60001		Copy Connect Card EIO	LJ9000mfp and LJ 9000Lmfp
	C8523-60101		Copy Connect Cable	LJ9000mfp and LJ 9000Lmfp
	Q2679-67901		Copy Processor EIO	LJ9040mfp and LJ9050mfp
	Q3650-60001 then will roll to Q3650-67901		Copy Connect Board Assy	LJ9040mfp and LJ9050mfp
	Q3726-60101		Copy Connect Cable	LJ9040mfp and LJ9050mfp
RG5-5750-210CN		C8519-69031	Fuser assembly, 110 V	
RG5-5751-210CN		C8519-69032	Fuser assembly, 220 V	
RG5-5681-030CN			Paper input unit (PIU)	
RG5-5778-120CN		C8519-69028	DC controller	LJ9000mfp and LJ9000Lmfp
RG5-7780-000CN			DC controller	LJ9040mfp and LJ9050mfp
RG5-5728-050CN		C8519-69015	High-voltage power supply	
RG5-5730-000CN		C8519-69007	Low-voltage power supply, 110V	LJ9000mfp and LJ 9000Lmfp
RG5-7778-000CN			Low-voltage power supply, 110V	LJ9040mfp and LJ9050mfp
RG5-5731-000CN			Low-voltage power supply, 220V	LJ9000mfp and LJ 9000Lmfp
RG5-7779-000CN			Low-voltage power supply, 220V	LJ9040mfp and LJ9050mfp
	5851-1838		Control panel assembly	HPLaserJet 9040mfp/9050mfp
	RG5-5734-000CN		Control panel assembly	LJ9000mfp and LJ 9000Lmfp
	RB2-6501-000CN (LJ 9000mfp/9000Lmfp) right RB2-6500-000CN (LJ 9000mfp/9000Lmfp) left Q3726-60105 (LJ 9040mfp/9050mfp)		Control panel overlay English	See service part number
	5969-9741 (LJ 9000mfp/9000Lmfp) Q3726-60106 (LJ 9040mfp/9050mfp)		Control panel overlay French (European)	See service part number
	5969-9472 (LJ 9000mfp/9000Lmfp) Q3726-60107 (LJ 9040mfp/9050mfp)		Control panel overlay Italian	See service part number
	5969-9473 (LJ 9000mfp/9000Lmfp)		Control panel overlay German	See service part

	Q3726-60108 (LJ 9040mfp/9050mfp)		number
	5969-9474 (LJ 9000mfp/9000Lmfp) Q3726-60109 (LJ 9040mfp/9050mfp)	Control panel overlay Spanish (Castilian)	See service part number
	5969-9475 (LJ 9000mfp/9000Lmfp) Q3726-60110 (LJ 9040mfp/9050mfp)	Control panel overlay Dutch	See service part number
	5969-9476 (LJ 9000mfp/9000Lmfp) Q3726-60111 (LJ 9040mfp/9050mfp)	Control panel overlay Portuguese (Brazilian)	See service part number
	5969-9477 (LJ 9000mfp/9000Lmfp) Q3726-60112 (LJ 9040mfp/9050mfp)	Control panel overlay Norwegian	See service part number
	5969-9478 (LJ 9000mfp/9000Lmfp) Q3726-60113 (LJ 9040mfp/9050mfp)	Control panel overlay Swedish	See service part number
	5969-9479 (LJ 9000mfp/9000Lmfp) Q3726-60114 (LJ 9040mfp/9050mfp)	Control panel overlay Finnish	See service part number
	5969-9480 (LJ 9000mfp/9000Lmfp) Q3726-60115 (LJ 9040mfp/9050mfp)	Control panel overlay Danish	See service part number
	Q3726-60116 (LJ 9040mfp/9050mfp)	Control panel overlay Polish	See service part number
	5969-9482 (LJ 9000mfp/9000Lmfp) Q3726-60117 (LJ 9040mfp/9050mfp)	Control panel overlay Russian	See service part number
	Q3726-60118 (LJ 9040mfp/9050mfp)	Control panel overlay Czech	See service part number
	Q3726-60119 (LJ 9040mfp/9050mfp)	Control panel overlay Hungarian	See service part number
	5969-9489 (LJ 9000mfp/9000Lmfp) Q3726-60120 (LJ 9040mfp/9050mfp)	Control panel overlay Chinese, traditional	See service part number
	5969-9483 (LJ 9000mfp/9000Lmfp) Q3726-60121 (LJ 9040mfp/9050mfp)	Control panel overlay Chinese, simplified	See service part number
	Q3726-60122 (LJ 9040mfp/9050mfp)	Control panel overlay Korean	See service part number
	Q3726-60123 (LJ 9040mfp/9050mfp)	Control panel overlay Japanese	See service part number
	Q3726-60124 (LJ 9040mfp/9050mfp)	Control panel overlay Turkish	See service part number
	Q3726-60125 (LJ 9040mfp/9050mfp)	Control panel overlay Hebrew	See service part number
	Q3726-60126 (LJ 9040mfp/9050mfp)	Control panel overlay Greek	See service part number
	5969-9492 (LJ 9000mfp/9000Lmfp) Q3726-60127 (LJ 9040mfp/9050mfp)	Control panel overlay Arabic	See service part number
	Q3726-60123 (LJ 9040mfp/9050mfp)	Control panel overlay Thai	See service part number
Accessories			
C9147A	C9147-67926		16 MB flash firmware DIMM HPLaserJet 9000mfp/9000Lmfp
C7843A	C7843-67901		16 MB MEMORY DIMM HPLaserJet 9000mfp/9000Lmfp
C7845A	C7845-67901		32 MB DIMM HPLaserJet 9000mfp/9000Lmfp
Q1887A	C7846-67901		64 MB DIMM HPLaserJet 9000mfp/9000Lmfp
C9121A	C9121-67901		128 MB DIMM HPLaserJet 9000mfp/9000Lmfp
	Q3982-67951		32MB DDR DIMM LJ9040mfp and LJ9050mfp
	Q2625-67951		64MB DDR DIMM LJ9040mfp and LJ9050mfp
	Q2626-67951		128MB DDR DIMM LJ9040mfp and

				LJ9050mfp
	Q2627-67951		256MB DDR DIMM	LJ9040mfp and LJ9050mfp
Q2628A	Q2628-67951		512MB DDR DIMM	LJ9040mfp and LJ9050mfp
C4103A	C4103-67901		HP Fast InfraRed Connect pod	HP LaserJet 9000mfp/9000Lmfp
C4293A			Font DIMMsimplified Chinese	HP LaserJet 9000mfp/9000Lmfp
C4292A			Font DIMMtraditional Chinese	HP LaserJet 9000mfp/9000Lmfp
J6054B	J6054-61031	J6054-69031	Hard disk EIO	HP LaserJet 9000mfp/9000Lmfp
J6073A	J6073-61011 new or replacement	J6073-69011 exchange	Hard disk EIO	HP LaserJet 9040mfp/9050mfp
	J7948-61001		Internal Hard Disk	LJ9040mfp and LJ9050mfp
	5851-1828		Internal HDD Cable	LJ9040mfp and LJ9050mfp
J4169A	J4169-61001	J4169-69001	HP Jetdirect 610N Fast Ethernet (10/100 Base-TX) EIO	
J4135A	J4135-61001		HP Jetdirect Connectivity (USB) EIO	
Q3701-60002			PCA, Fax Modem Card	LJ9040mfp and LJ9050mfp
C8568A	C8568-67902		Tray 1	
C8531A	C8531-67902		2,000-sheet feeder (tray 4)	
RG5-6212-300CN			2,000-sheet feeder (tray 4) cassette only	
RG5-6225-070CN			Vertical transfer assembly	
RG5-6228-040CN			Paper deck drive assembly	
RG5-6208-150CN		C8531-69013	Paper pickup assembly	
C8084A			3,000 Sheet Stacker	
C8085A			3,000-sheet stapler/stacker	
C8088B			Multifunction finisher	
Q5693A			8-bin mailbox	LJ9040mfp and LJ9050mfp
C8532A	C8532-67902		Duplexer	
Documentation				
	5851-1468		HP LaserJet Printer Family Print Media Guide	
	5969-6818		HP Jetdirect Print Server Administrator's Guide	
	5969-3412		HP Jetdirect Print Server Jetadmin Setup Guide	
	Q5693-90002		Paper Handling Accessories Service Addendum	
	C8519-90901		HP LaserJet 9000 Start Guide U.S.	
	C8519-90902		HP LaserJet 9000 Start Guide Americas	
	C8519-90903		HP LaserJet 9000 Start Guide West Europe	
	C8519-90904		HP LaserJet 9000 Start Guide North Europe	
	C8519-90905		HP LaserJet 9000 Start Guide East Europe	
	C8519-90906		HP LaserJet 9000 Start Guide Asia	

<a href="http://www.hp.com/support/lj9000">www.hp.com/support/lj9000</a>		<i>HP LaserJet 9000 Use Guide</i>	
	Q3721-90906	<i>HP LaserJet 9050 Use Guide</i>	
	Q3721-90931	<i>HP LaserJet 9000 and 9050 Series printers Service Guide</i>	
	C8532-90901	<i>HP Duplexer Install Guide</i>	
	C8568-90901	<i>HP Tray 1 Install Guide</i>	
	C8531-90901	<i>HP 2,000-sheet feeder Install Guide</i>	
	C8084-90900	<i>HP Stapler/stacker and Stacker Install Guide</i>	
	C8088-90903	<i>HP Multifunction Finisher Install Guide</i>	
	C8088-90902	<i>HP Multifunction Finisher Service Guide</i>	
	C8088-90901	<i>HP Multifunction Finisher Use Guide</i>	
	C8519-60102	<i>HP LaserJet 9000 Series Printer Software CD-ROMAmericas</i>	
	C8519-60104	<i>HP LaserJet 9000 Series Printer Software CD-ROMEurope</i>	
	C8519-60105	<i>HP LaserJet 9000 Series Printer Software CD-ROMAsia</i>	
	C8519-60106	<i>HP LaserJet 9000 Series Printer Service CD-ROM (English version)</i>	
	C9152-90901	<i>PM kit installation guide</i>	

# HP CLJ 9500mfp

**Table 1. Kits and supplies (continued)**

Item	Product Number	Service part-number	Description
Print cartridge, black	C8550A	C8550-67901	Replacement print cartridge
Print cartridge, cyan	C8551A	C8551-67901	Replacement print cartridge
Print cartridge, yellow	C8552A	C8552-67901	Replacement print cartridge
Print cartridge, magenta	C8553A	C8553-67901	Replacement print cartridge
Image drum, black	C8560A	C8560-67901	Replacement image drum
Image drum, cyan	C8561A	C8561-67901	Replacement image drum
Image drum, yellow	C8562A	C8562-67901	Replacement image drum
Image drum, magenta	C8563A	C8563-67901	Replacement image drum
Image transfer Kit	C8555A	C8555-67901	One image transfer belt, one image transfer roller, nine paper rollers, and one ozone filter
Image cleaning kit	C8554A	C8554-67901	One air filter, one transfer cleaner, and one toner collection bottle
Fuser kit	C8556A	RG5-6098-110CN new C8546-69007 exchange	One fuser assembly

**Table 1. Accessories, exchange parts, and documentation (continued)**

Item	Product number	Service part-number	Description
Staple cartridge for stapler/stacker		C8085-60541	Replacement cartridge
Staple cartridge for multifunction finisher		C8088-60541	Replacement cartridge
Intermediate transfer belt (ITB) assembly	No product number	RG5-6400-030CN new C8546-69002 exchange	Entire assembly
Cartridge drive assembly	No product number.	RG5-6188-030CN new C8546-69006 exchange	Entire assembly
Power supply 110 V	No product number.	C8546-69003 exchange	PCA assembly
Power supply 220 V	No product number.	C8546-69004 exchange	PCA assembly
Formatter assembly (LJ 9500)	No product number.	C8546-67911 new C8546-69001 exchange	Does not include memory, firmware, or EIO card
Formatter assembly (LJ9500mfp)	Q5915A	Q5915-67901 new Q5915-69001 exchange	Does not include memory, firmware, or EIO card
32 MB compact flash (MFP firmware)	No product number.	Q2635-67909	Flash firmware, compact flash for the MFP
512 MB RAM DIMM	No product number.	Q2632-67951	DIMM 512 MB DDR 200-pin SDRAM
DC controller	No product number.	C8546-67906 new C8546-69005 exchange	PCA
Control Panel	No product number.	5851-1838	Control panel display
Control panel overlay	No product number.	Q3726-60105 (LJ 9500mfp)	English
Control panel overlay	No product number.	Q3726-60106 (LJ 9500mfp)	French (European)
Control panel overlay	No product number.	Q3726-60107 (LJ 9500mfp)	Italian
Control panel overlay	No product number.	Q3726-60108 (LJ 9500mfp)	German
Control panel overlay	No product number.	Q3726-60109 (LJ 9500mfp)	Spanish (Castilian)
Control panel overlay	No product number.	Q3726-60110 (LJ 9500mfp)	Dutch
Control panel overlay	No product number.	Q3726-60111 (LJ 9500mfp)	Portuguese (Brazilian)
Control panel overlay	No product number.	Q3726-60112 (LJ 9500mfp)	Norwegian
Control panel overlay	No product number.	Q3726-60113 (LJ 9500mfp)	Swedish
Control panel overlay	No product number.	Q3726-60114 (LJ 9500mfp)	Finnish
Control panel overlay	No product number.	Q3726-60115 (LJ 9500mfp)	Danish
Control panel overlay	No product number.	Q3726-60116 (LJ 9500mfp)	Polish



Control panel overlay	No product number.	Q3726-60117 (LJ 9500mfp)	Russian
Control panel overlay	No product number.	Q3726-60118 (LJ 9500mfp)	Czech
Control panel overlay	No product number.	Q3726-60119 (LJ 9500mfp)	Hungarian
Control panel overlay	No product number.	Q3726-60120 (LJ 9500mfp)	Chinese, traditional
Control panel overlay	No product number.	Q3726-60121 (LJ 9500mfp)	Chinese, simplified
Control panel overlay	No product number.	Q3726-60122 (LJ 9500mfp)	Korean
Control panel overlay	No product number.	Q3726-60123 (LJ 9500mfp)	Japanese
Control panel overlay	No product number.	Q3726-60124 (LJ 9500mfp)	Turkish
Control panel overlay	No product number.	Q3726-60125 (LJ 9500mfp)	Hebrew
Control panel overlay	No product number.	Q3726-60126 (LJ 9500mfp)	Greek
Control panel overlay	No product number.	Q3726-60127 (LJ 9500mfp)	Arabic
Control panel overlay	No product number.	Q3726-60123 (LJ 9500mfp)	Thai
HP Fast InfaRed Connect Pod	C4103A	C4103-67901	Wireless printing device
Hard disk EIO	J6073A	J6073-69011 (exchange) J6073-61011 (new or replacement)	20 GB hard drive 20 GB hard drive
HP Jetdirect 620 Fast Ethernet (10/100 Base-TX) (LJ 9500mfp)	No product number.	J7934-61001 new J7934-69001 exchange	Ethernet EIO card
PCA Fax modem card	No product number.	Q3701-60002	Fax
HP Jetdirect Connectivity (USB)	J4135A	J4135-61001	USB EIO card
3,000-sheet stacker	C8084A	Not orderable	Finishing device
3,000-sheet stapler/stacker	C8085A	Not orderable	Finishing device
Multifunction finisher	C8088A	C8088-60500 new C8088-69500 exchange	Finishing device
Duplexer	C9674A	C9674-67901 new C9674-69001 exchange	Required for two-sided printing
Pedestal (LJ 9500mfp)	No product number.	C8546-67909 new C8546-69008 exchange	Stand with casters.
2,000-sheet side-input feeder tray 4 for the LJ 9500mfp	No product number.	Q1891-67901 new C8549-69001 exchange	High capacity tray.
Discharge comb cleaning brush	No product number.	RB2-7615-000CN	Used to clean the transfer cleaner corona wire
Cable, power jumper	No product number.	C8546-60104	Required for the LJ 9500mfp.
Cable, fax custom	No product number.	C8546-60108	Fax cable, extension or formatter.
Power cord	No product number.	5181-3530	United States, Mexico, Brazil, Canada, Taiwan
Power cord	No product number.	8120-6800	Israel
Power cord	No product number.	8120-6811	Korea, Turkey, Portugal, Germany, Spain, France, Netherlands, Norway, Sweden, Finland, Italy, Russia, Czech Republic, Hungary, Poland, Jordan, Lebanon, North Africa
Power cord	No product number.	8120-6812	Greece
Power cord	No product number.	8120-6813	South Africa
Power cord	No product number.	8120-6814	Denmark
Power cord	No product number.	8120-6815	Switzerland
Power cord	No product number.	8120-8706	United Kingdom, Hong Kong, Singapore, Malaysia
Power cord	No product number.	8120-8707	China
Power cord	No product number.	8121-0780	India
Copy connect cable (scanner) (LJ 9500mfp)	No product number.	C8549-60105	30 inch cable between the scanner and the print engine
Copy processor EIO (LJ 9500mfp)	No product number.	Q2679-67901	EIO copy processor board
Copy connect board assembly (in the scanner)	No product number.	Q3650-60001	PCA-LVDS adapter (in the scanner)
Clamp, copy connect cable	No product number.	5851-1964	Cable retainer clamp
Phone cord	No product number.	8121-0811	United States, Canada, Poland, Russia, Spain, Portugal, Greece, France, Mexico, Brazil
Phone cord	No product number.	8120-8911	Denmark
Phone cord	No product number.	8120-8912	Germany
Phone cord	No product number.	8120-8914	Italy
Phone cord	No product number.	8120-8915	Netherlands
Phone cord	No product number.	8120-8916	Norway
Phone cord	No product number.	8120-8917	South Africa
Phone cord	No product number.	8120-8920	United Kingdom

Phone cord	No product number.	8120-8921	Hong Kong
Phone cord	No product number.	8120-8922	Czech Republic
Phone cord	No product number.	8120-8923	France
Service manual bundle	No product number.	C8549-99001	Printer, finishing devices and side-input tray 4
Training kit for HP Color LaserJet 9500/9500mfp printer	No product number.	C8546-60109	CD- based service training materials
User guide	Electronic versions ready to print at: <a href="http://www.hp.com/support/lj9500">http://www.hp.com/support/lj9500</a>		Mini-manual that goes inside of the right door of the HP Color LaserJet 9500 series printer
HP Color LaserJet 9500 Series Printer and 9500mfp Use guide and User reference guide	Electronic versions ready to print at: <a href="http://www.hp.com/support/lj9500">www.hp.com/support/lj9500</a> or <a href="http://www.hp.com/support/clj9500mfp">www.hp.com/support/clj9500mfp</a>		Electronic versions of the user guide and the user reference guide.